Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
200052	NORTHERN MAINE MEDICAL CENTER	194 E MAIN ST
241340	NORTHERN PINES MEDICAL CENTER	5211 HIGHWAY 110
230105	NORTHERN MICHIGAN REGIONAL HOSPITAL	416 CONNABLE AVE
190086	NORTHERN LOUISIANA MEDICAL CENTER	401 EAST VAUGHN AVENUE
340003	NORTHERN HOSPITAL OF SURRY COUNTY	830 ROCKFORD ST
270032	NORTHERN MONTANA HOSPITAL	30 13TH ST
271339	P H S INDIAN HOSPITAL CROW / NORTHERN CHEYENNE	1010 SOUTH 7650 EAST, POST OFFICE BOX 9
271337	NORTHERN ROCKIES MEDICAL CENTER	802 2ND ST SE
320059	NORTHERN NAVAJO MEDICAL CENTER	US HWY 491 NORTH
330003	ALBANY MEMORIAL HOSPITAL	600 NORTHERN BOULEVARD
031302	NORTHERN COCHISE COMMUNITY HOSPITAL	901 WEST REX ALLEN DRIVE
051324	NORTHERN INYO HOSPITAL	150 PIONEER LANE

Page 1 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Address 2	Address 3	City	State
		FORT KENT	ME
		AURORA	MN
		PETOSKEY	MI
		RUSTON	LA
		MOUNT AIRY	NC
		HAVRE	MT
		CROW AGENCY	MT
		CUT BANK	MT
		SHIPROCK	NM
		ALBANY	NY
		WILLCOX	AZ
		BISHOP	CA

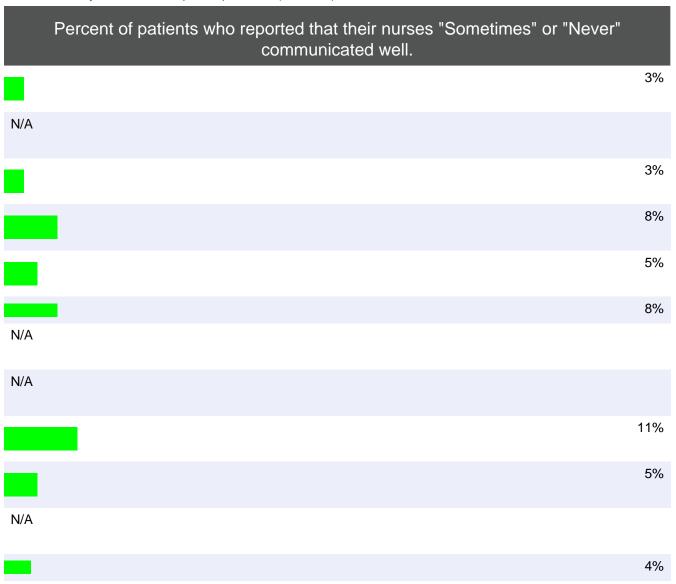
Page 2 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Education editory of Fatients Freeholises (Freeholises (F			
ZIP Code	County Name	Phone Number	
04743	AROOSTOOK	2078343195	
55705	SAINT LOUIS	2182292211	
49770	EMMET	2314874000	
71270	LINCOLN	3182542453	
27030	SURRY	3367197000	
59501	HILL	4062652211	
59022	BIG HORN	4066382626	
59427	GLACIER	4068732251	
87420	SAN JUAN	5053686001	
12204	ALBANY	5184713221	
85643	COCHISE	5203843541	
93514	INYO	7608735811	

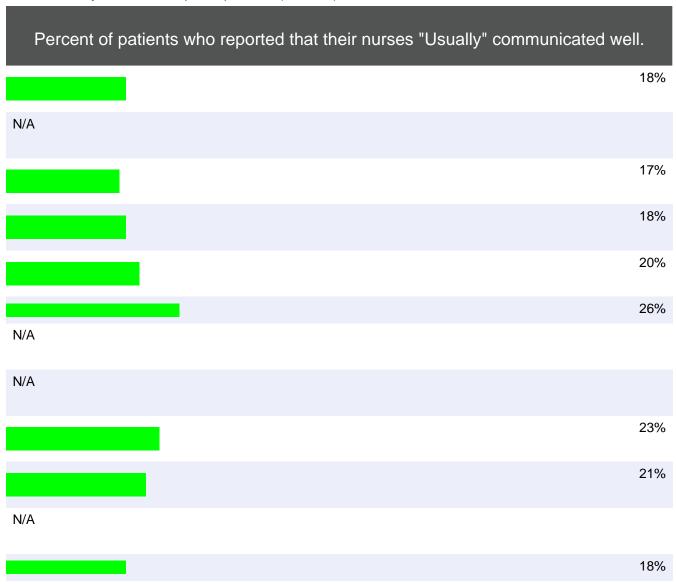
Page 3 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 4 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 5 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 6 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Sometimes" or "Never communicated well.	۱۱۱
	4%
N/A	
	2%
	4%
	7%
	5%
N/A	
N/A	
	9%
	6%
N/A	
	6%

Page 7 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" commun	nicated well.
	15%
N/A	
	16%
	13%
	15%
	21%
N/A	
N/A	
	21%
	18%
N/A	
	13%

Page 8 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



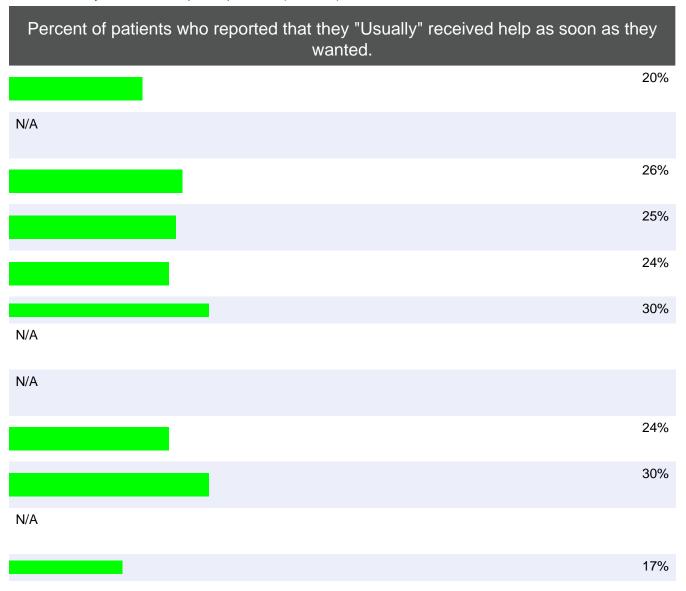
Page 9 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.		
	10%	
N/A		
	5%	
	14%	
	11%	
	10%	
N/A		
N/A		
	20%	
	11%	
N/A		
	4%	

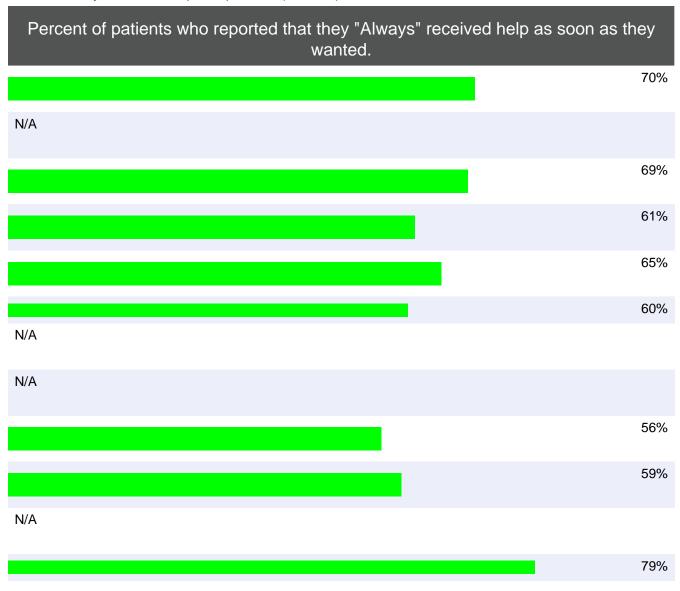
Page 10 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 11 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



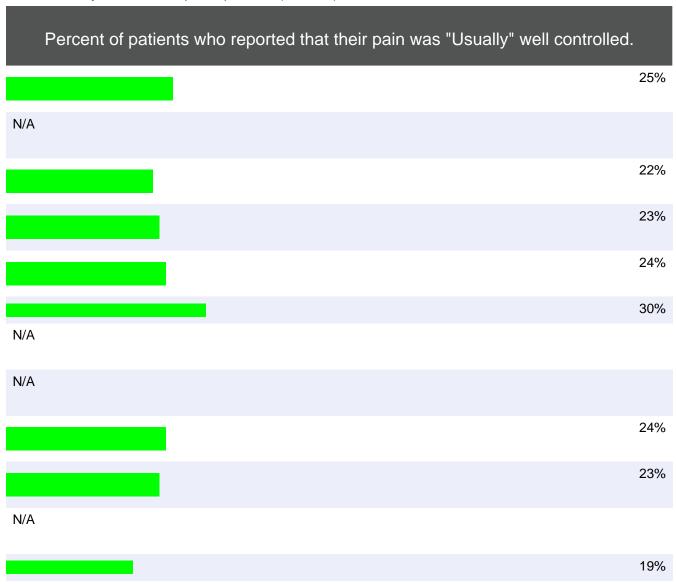
Page 12 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Sometimes" or "N controlled.	ever" well
	6%
N/A	
	3%
	11%
	8%
N/A	9%
N/A	
N/A	
	10%
	7%
N/A	
	5%

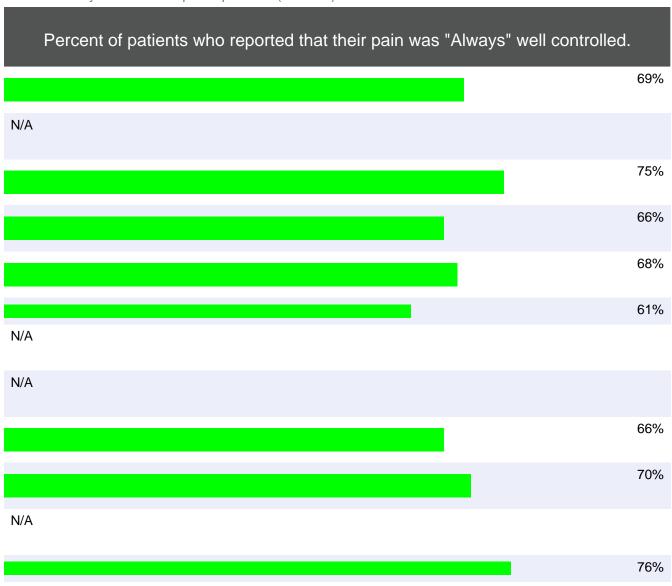
Page 13 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 14 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



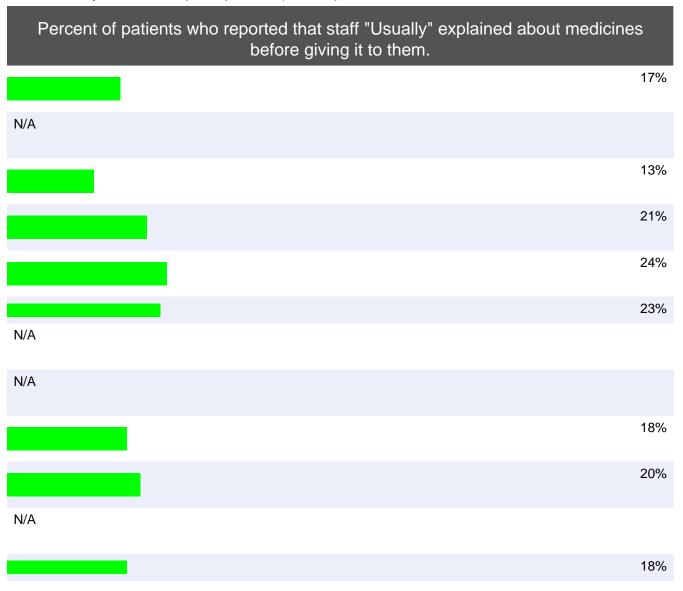
Page 15 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.		
	16%	
N/A		
	17%	
	22%	
	22%	
	24%	
N/A		
N/A		
	24%	
	26%	
N/A		
	17%	

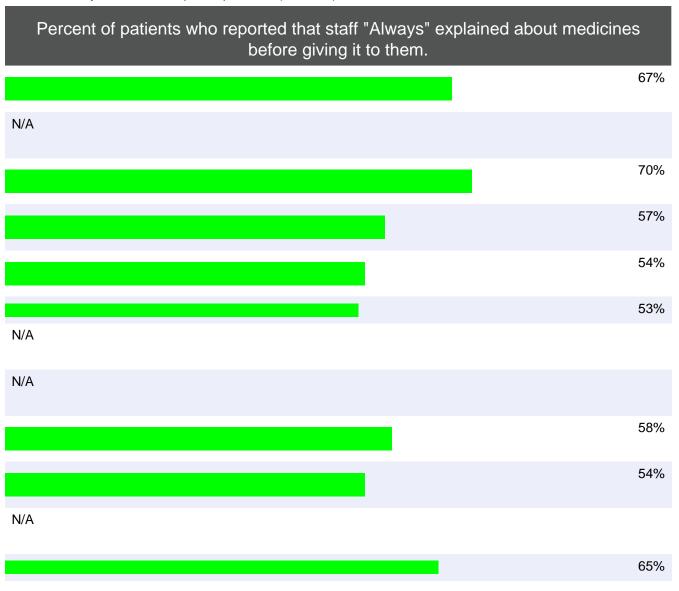
Page 16 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 17 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



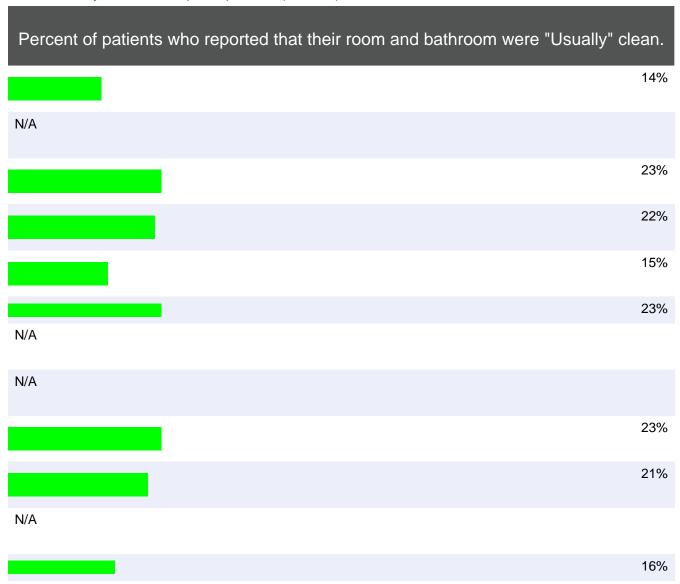
Page 18 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Some "Never" clean.	etimes" or
	6%
N/A	
	11%
	14%
	7%
	14%
N/A	
N/A	
	16%
	9%
N/A	
	4%

Page 19 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 20 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



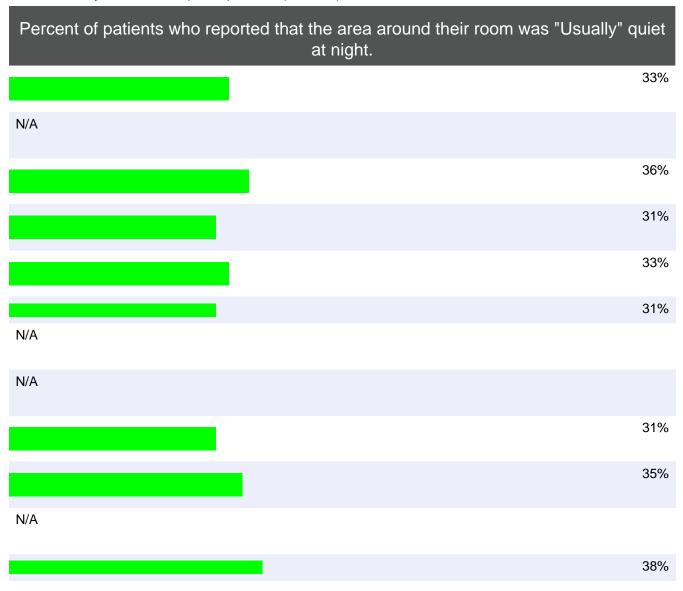
Page 21 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Son the control of the con	Sometimes"
	10%
N/A	
	13%
	12%
	9%
	12%
N/A	
N/A	
	19%
	12%
N/A	
	13%

Page 22 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



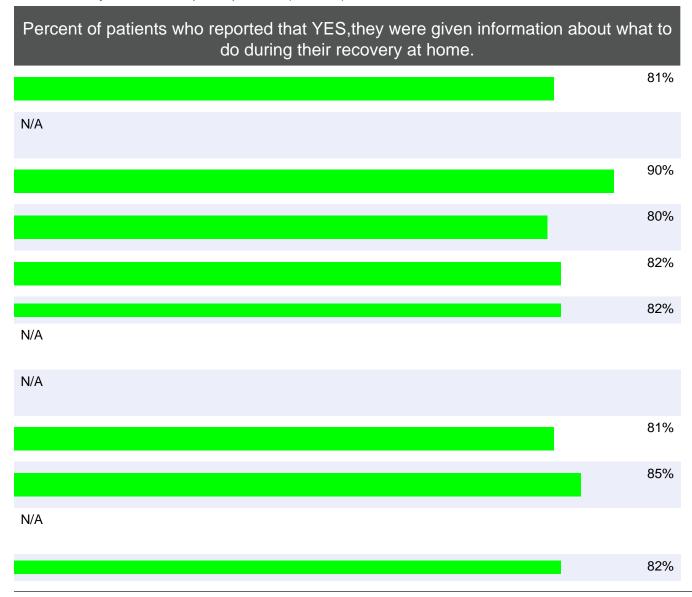
Page 23 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 24 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 25 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they were not given information do during their recovery at home.	n about what to
	19%
N/A	
	10%
	20%
	18%
N/A	18%
N/A	
N/A	
	19%
	15%
N/A	
	18%

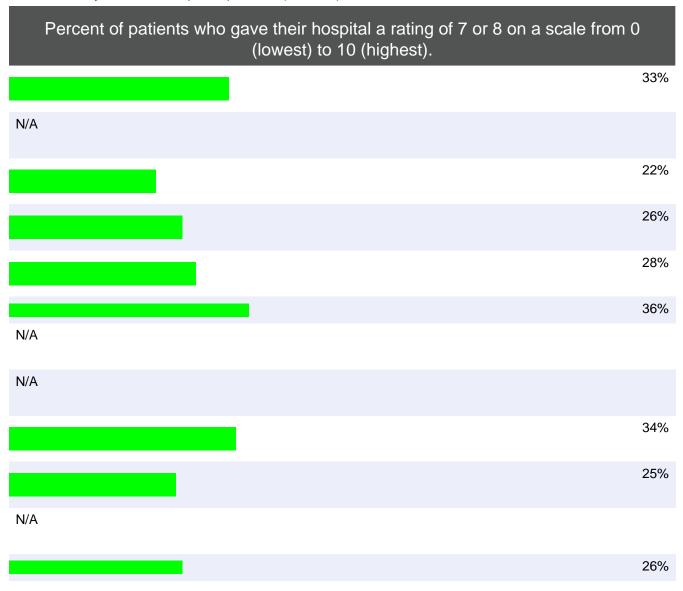
Page 26 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).	
	7%
N/A	
	3%
	11%
	11%
NVA	17%
N/A	
N/A	
	16%
	9%
N/A	
	5%

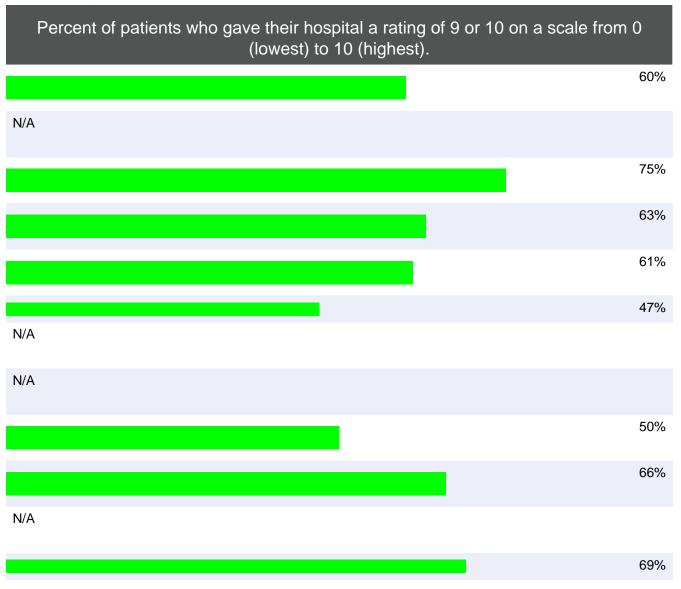
Page 27 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 28 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 29 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported NO,they would not recommend the hospital.	
	5%
N/A	
	1%
	6%
	7%
	9%
N/A	
N/A	
	7%
	5%
N/A	
	3%

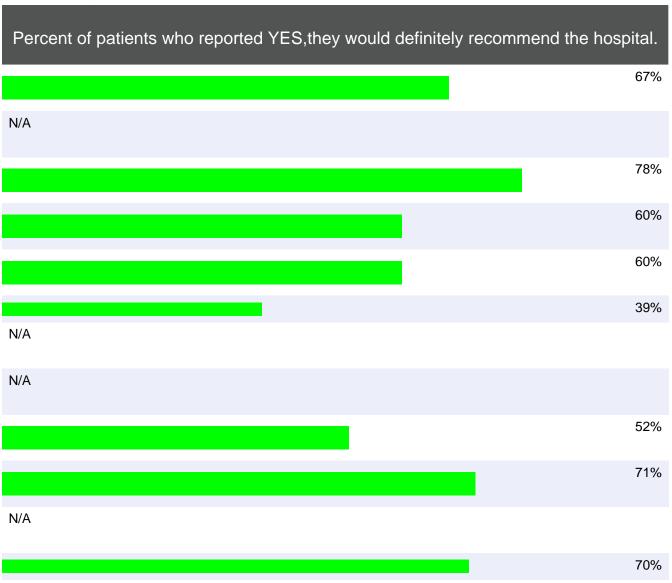
Page 30 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 31 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 32 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on Survey of Fatients Flospital Experiences (FICALIF 3)			
	Number of Completed Surveys		
Between 100 and 2	299		
N/A			
300 or more			
300 or more			
300 or more			
Between 100 and 2	299		
N/A			
N/A			
Between 100 and 2	299		
300 or more			
N/A			
Between 100 and 2	299		

Page 33 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Survey Response Rate Percen	Survey Footnote
	31%
N/A	Survey results are not available for this reporting period
	47%
	21%
	34%
	19%
N/A	Survey results are not available for this reporting period
N/A	Survey results are not available for this reporting period
	20%
	38%
N/A	Survey results are not available for this reporting period
	37%

Page 34 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)				
Hospital Footnote				

Page 35 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

290032	NORTHERN NEVADA MEDICAL CENTER	2375 PRATER WAY
330049	NORTHERN DUTCHESS HOSPITAL	6511 SPRINGBROOK AVENUE
330162	NORTHERN WESTCHESTER HOSPITAL	400 EAST MAIN STREET

Page 36 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

SPARKS NV

RHINEBECK NY

MOUNT KISCO NY

Page 37 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

89434	WASHOE	7753317000

12572 DUTCHESS 8458713391

10549 WESTCHESTER 9146661200

Page 38 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

11%
4%
3%

Page 39 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

23%
16%
15%

Page 40 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 41 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 42 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

18%
15%
13%

Page 43 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 44 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

16%
10%
9%

Page 45 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

31%
26%
25%

Page 46 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 47 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

11%
7%
6%

Page 48 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

24%
21%
19%

Page 49 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 50 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

32%
19%
20%

Page 51 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

19%
17%
17%

Page 52 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 53 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

12%
10%
10%

Page 54 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

21%
23%
20%

Page 55 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 56 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

14%
16%
11%

Page 57 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

33%
33%
32%

Page 58 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

53%
51%
57%

Page 59 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 60 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	17	%
	16	%
	22	%

Page 61 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

13%
7%
5%

Page 62 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

24%
20%
21%

Page 63 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 64 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

9%
4%
3%

Page 65 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

23%
17%
16%

Page 66 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 67 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

Page 68 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

31%
44%
41%

Page 69 of 70 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Page 70 of 70 05/31/2011